



Doctors and Dentists in Training Staff Experience 2023



‘Positive Staff Experience Supports Improved Care’

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Introduction

Employers in Health and Social Care are committed to improving patient and public services through enhancing staff experience. It is therefore essential that all staff are empowered to have their voices heard and valued, and staff views and actions contribute to continuous improvement in their teams and organisations.

The findings from this report will be used by a range of stakeholders, including:

- Individual Organisations (Health Boards)
- The Scottish Government
- Partnership Groups such as the Scottish Partnership Forum (SPF) and the Scottish Workforce and Staff Governance (SWAG) Committee

Doctors and Dentists in Training (DDiT) participated in a short pulse survey questionnaire in 2021 as a test for change, with the questionnaire being developed using a selection of focussed questions from the wider Health and Social Care Staff Experience Survey (iMatter), which best provided opportunities for sharing experiences from rotational based training programmes. The questionnaire is included in [Appendix 1](#).

The DDiT pulse survey will now form part of an annual programme in understanding staff experiences across Health and Social Care. This approach has been developed in full partnership and results will be used to provide clarity on where to focus efforts for maximum impact, which in turn leads to better care, better health, and better value. Detail of who forms part of the DDiT staff group is included in [Appendix 2](#).

The work to measure and report staff experience within the DDiT staff group for 2023 was commissioned by the Scottish Government and carried out by Webropol Ltd, an independent company.

The DDiT survey process mirrors that of iMatter, with fieldwork running through September to November 2023. Reports were issued to the organisations in October and November 2023, with Action planning completed within an eight-week window ending on 16th January 2024.

This report makes comparisons to the previous DDiT surveys (2021 and 2022) and includes data from iMatter 2023*. Due to the small numbers involved with DDiT, and the greater variability of trainee numbers within scope of the survey each year across NHS locations, the report does not provide detailed response information by NHS Board.

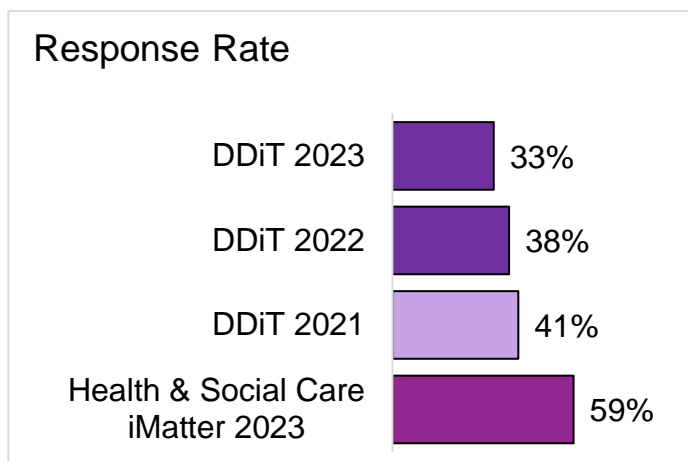
Significance testing has been carried out, to establish whether differences in scores are significant or not. A summary of this analysis is contained in [Appendix 3](#).

* Note: Because the DDiT survey differed from iMatter, direct comparisons between the two sets of results should be made with caution as differences in questionnaire content can lead to variations in responses even when the individual questions are the same.

Response Rate

The overall response rate for DDiT 2023 was 33%. Whilst still a valid response rate, it is 4 percentage points below the DDiT 2022 response rate of 38% and 8 percentage points down on the 41% achieved in 2021.

In 2023 6,738 DDiT staff were sent a survey invitation and responses were received from 2,211 staff. The volume of surveys sent in 2023 is slightly above the volume sent in 2022 (+98), while the volume of responses is down in 2023 from 2022 (-323).



Staff taking part in DDiT are from 18 Boards with the majority of responses coming from the larger geographic Boards. Over half of all DDiT responses come from NHS Greater Glasgow and Clyde (23%) and NHS Lothian (19%) and NHS Grampian (16%).

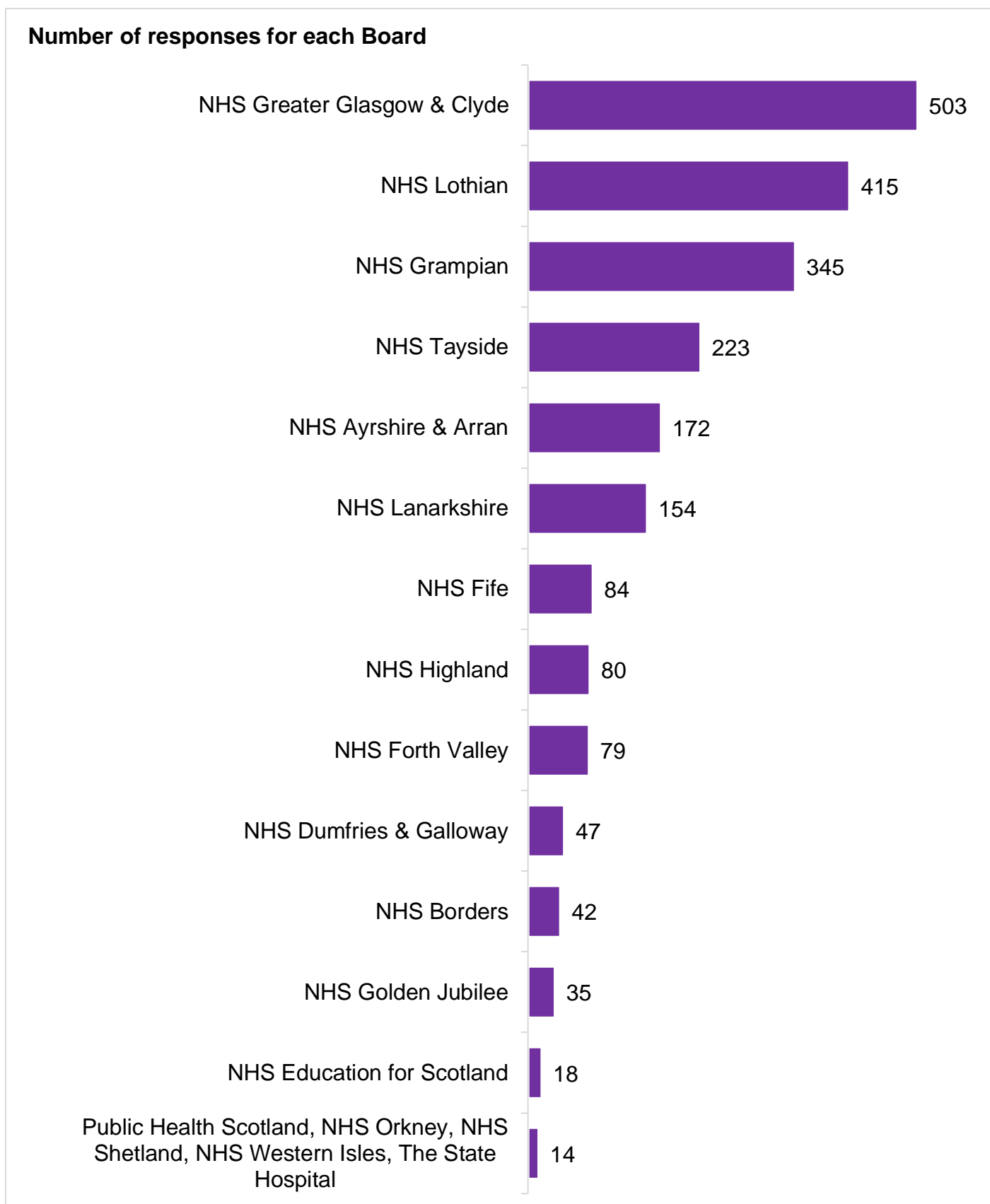
The other boards individually contributing over 5% of the responses are:

- NHS Tayside (10%)
- NHS Ayrshire & Arran (8%)
- NHS Lanarkshire (7%)

The remaining 11 boards collectively account for 17% of the DDiT responses.

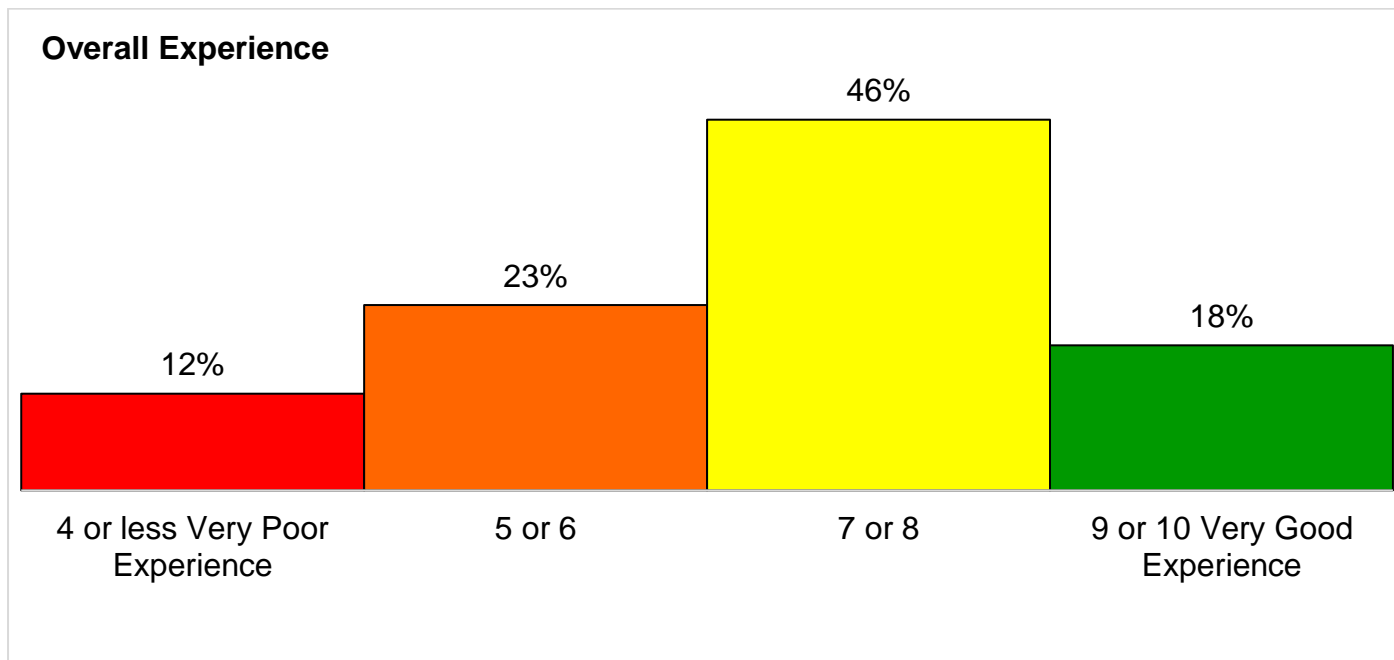
Note: To protect anonymity data is not shown where the number of responses is less than 10 and so is combined for:

- Public Health Scotland
- NHS Orkney
- NHS Shetland
- NHS Western Isles
- The State Hospital



Overall Experience

The question [Please tell us how you feel about your overall experience of working for your organisation from a scale of 0 to 10 (where 0 = very poor and 10 = very good)] is asked on a scale of 0 to 10. The individual ratings are combined on this chart as some individual score base sizes are very small.



The mean score has increased by 0.3 to 6.8 in 2023 from 6.5 in 2022, with more people scoring 9 or 10 (18% in 2023 compared to 14% in 2022).

Overall Experience	DDiT 2023	DDiT 2022	DDiT 2021
Scoring 4 or less	12%	15%	15%
Scoring 5 or 6	23%	27%	25%
Scoring 7 or 8	46%	45%	45%
Scoring 9 or 10	18%	14%	15%
Mean score	6.8	6.5	6.6

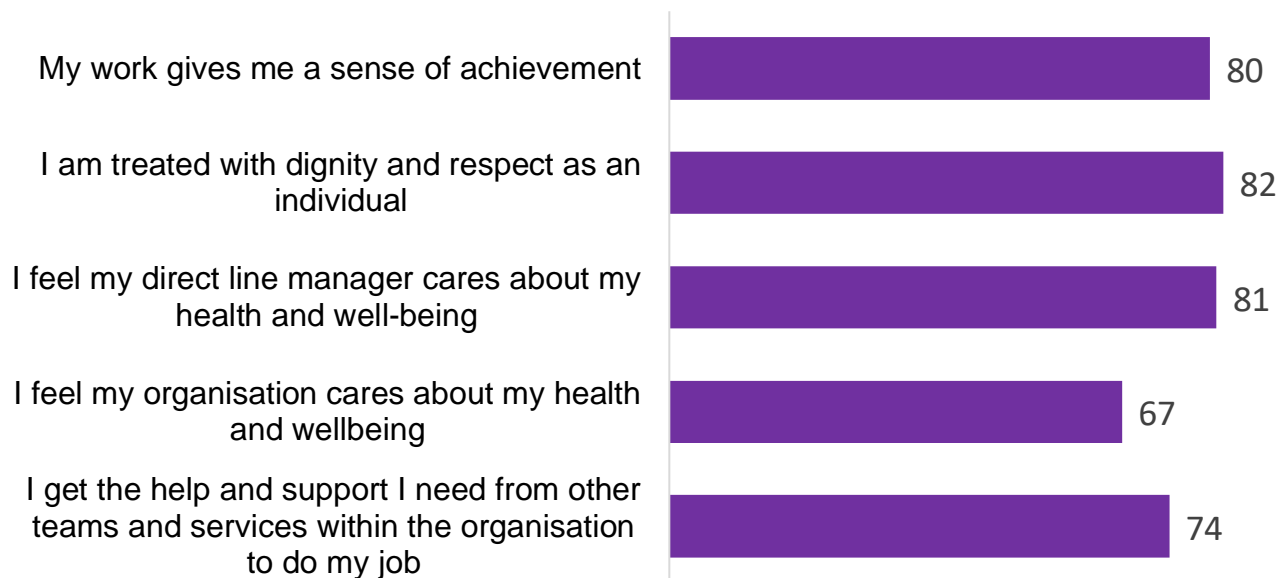
The DDiT 2023 overall experience score is 0.2 lower than iMatter 2023, with less DDiT staff scoring 9 or 10 and more scoring 7 or 8 compared to Health & Social Care staff overall. The overall experience score for the Medical & Dental Staff grouping in iMatter 2023 is 6.7, just 0.1 below DDiT staff.

Overall Experience	DDiT 2023	iMatter 2023	Doctors & Dentists iMatter 2023
Scoring 4 or less	12%	11%	14%
Scoring 5 or 6	23%	23%	25%
Scoring 7 or 8	46%	42%	43%
Scoring 9 or 10	18%	24%	18%
Mean score	6.8	7.0	6.7

Staff Experience

DDiT staff score highest for being treated with dignity and respect and for their line manager caring about their health and wellbeing (82).

The lowest score is for the organisation caring about their health and wellbeing (67).



DDiT 2023 scores are all higher than in 2022. The largest increases are in ‘being treated with dignity and respect’ and ‘the organisation caring about health and wellbeing’, both up 3 points in 2023. All scores at their highest levels across the three years that DDiT has been running.

	DDiT 2023	DDiT 2022	DDiT 2021
My work gives me a sense of achievement	80	78	78
I am treated with dignity and respect as an individual	82	79	79
I feel my direct line manager cares about my health and well-being	81	79	78
I feel my organisation cares about my health and wellbeing	67	64	65
I get the help and support I need from other teams and services within the organisation to do my job	74	72	73

DDiT score 3 points higher for ‘help and support needed from other teams and Services’ the iMatter overall. All other DDiT scores are all below iMatter, with all differences statistically significant. The largest difference is in ‘my direct line manager cares about my health and wellbeing’ where DDiT staff score 6 points lower than staff taking part in iMatter.

Compared to Medical and Dental in iMatter, DDiT staff score significantly higher on ‘help and support from other teams and services’. Both groups score the same for ‘my organisation cares about my health and wellbeing’. DDiT staff score significantly lower than Medical and Dental in iMatter for the other three measures.

	DDiT 2023	iMatter 2023	Medical & Dental iMatter 2023
My work gives me a sense of achievement	80	82	81
I am treated with dignity and respect as an individual	82	85	84
I feel my direct line manager cares about my health and well-being	81	87	85
I feel my organisation cares about my health and wellbeing	67	72	67
I get the help and support I need from other teams and services within the organisation to do my job	74	71	69

The following table show the distribution of scores for each of the ratings. It illustrates the variability in experiences of staff particularly around their feelings of how the organisation cares for their wellbeing, with over a third of DDiT staff scoring in ‘Improve to Monitor’ or ‘Focus to Improve’

DDiT 2023	Strive & Celebrate (67 - 100)	Monitor to Further Improve (51 - 66)	Improve to Monitor (34 - 50)	Focus to Improve (0 - 33)
My work gives me a sense of achievement	73%	18%	3%	5%
I am treated with dignity and respect as an individual	79%	13%	4%	4%
I feel my direct line manager cares about my health and well-being	72%	18%	5%	6%
I feel my organisation cares about my health and well-being	44%	28%	12%	17%
I get the help and support I need from other teams and services within the organisation to do my job	57%	26%	9%	8%

The table following shows how the increases in DDiT scores from 2022 are driven by an increase in the proportion of staff scoring Strive and Celebrate (Strongly Agree or Agree).

Movement from DDiT 2022 (percentage points)	Strive & Celebrate (67 - 100)	Monitor to Further Improve (51 - 66)	Improve to Monitor (34 - 50)	Focus to Improve (0 - 33)
My work gives me a sense of achievement	+4	-4	-1	-1
I am treated with dignity and respect as an individual	+6	-3	-2	-1
I feel my direct line manager cares about my health and well-being	+4	-2	-2	+1
I feel my organisation cares about my health and well-being	+7	-2	-1	-4
I get the help and support I need from other teams and services within the organisation to do my job	+5	-3	-1	-1

The table following shows the difference to iMatter 2023. For the two wellbeing measures there is a considerably smaller percentage of DDiT staff scoring in Strive and Celebrate compared to iMatter (9 percentage points less for both measures). In contrast, the higher score for 'help and support is driven by a greater percentage if DDiT staff than iMatter staff scoring in Strive and Celebrate.

Difference from iMatter 2023 (percentage points)	Strive & Celebrate (67 - 100)	Monitor to Further Improve (51 - 66)	Improve to Monitor (34 - 50)	Focus to Improve (0 - 33)
My work gives me a sense of achievement	-2	+2	-1	-1
I am treated with dignity and respect as an individual	-3	+3	0	-1
I feel my direct line manager cares about my health and well-being	-9	+8	+2	+1
I feel my organisation cares about my health and well-being	-9	+3	+3	+4
I get the help and support I need from other teams and services within the organisation to do my job	+6	-2	-1	-3

The table below shows the difference in DDiT scores compared to Medical and Dental staff taking part in iMatter. DDiT staff are much less likely than Medical and Dental staff to rate their line manager caring about their health and wellbeing as Strive and Celebrate (Strongly Agree or Agree). In contrast a much higher proportion of DDiT staff Strongly Agree or Agree that they get the help and support they need from other teams and services.

Difference from Medical and Dental iMatter 2023 (percentage points)	Strive & Celebrate (67 - 100)	Monitor to Further Improve (51 - 66)	Improve to Monitor (34 - 50)	Focus to Improve (0 - 33)
My work gives me a sense of achievement	-1	+2	-1	-1
I am treated with dignity and respect as an individual	-1	+2	0	-1
I feel my direct line manager cares about my health and well-being	-9	+7	+2	0
I feel my organisation cares about my health and well-being	0	+2	0	-1
I get the help and support I need from other teams and services within the organisation to do my job	+11	-3	-3	-6

Action Plans

17% of DDiT teams completed and uploaded Action Plans within 8 weeks. This is a 2% decline from the 19% of teams who completed Action Plans in 2022. In comparison, 55% of teams completed iMatter 2023 Action Plans within the 8 week period.

Appendix 1: Doctors and Dentists in Training Questionnaire



DDiT Pulse Staff Experience Questionnaire

Background

NHS Scotland is committed to improving patient and public experience through enhancing our "Staff Experience".

The Staff Experience Continuous Improvement Model aims to deliver new ways of engaging staff which feel right for staff at every level and introduce new opportunities where staff can feedback their experiences, in their teams, in a real-time basis.

We would be most grateful if you could answer this questionnaire which should take no longer than 5 minutes to complete. Please answer as fully as possible by clicking the relevant buttons for each option, all questions must be answered in order to submit your response.

This is an anonymous survey, all answers collected will be treated with the utmost confidentiality and cannot be linked to any respondent.

The results will be fed back to your team - we appreciate that you may have moved on, but your input will be valuable to the team you have rotated from. We encourage you to interact with your new team to look at action plans and solutions for continuous improvement.

Thank you for your time and co-operation.

Me

For the purposes of this questionnaire, My/I refers to you and your experience as an individual.

Thinking of your experience within your current placement please tell us if you agree or disagree with the following statements:

	Strongly Agree	Agree	Slightly Agree	Slightly Disagree	Disagree	Strongly Disagree
My work gives me a sense of achievement						
I am treated with dignity and respect as an individual						

My Team/My Direct Line Manager

Direct line manager refers to the person who has overall clinical governance responsibility for your clinical unit. This may be your clinical director or your lead clinician.

Thinking of your experience within your current placement please tell us if you agree or disagree with the following statements relating to your team and direct line manager:

	Strongly Agree	Agree	Slightly Agree	Sightly Disagree	Disagree	Strongly Disagree
I feel my direct line manager cares about my health and well-being						

My Organisation

For the purposes of the questionnaire, My Organisation refers to your placement Board / the Board where you provide services to patients.

Thinking of your experience within your current placement please tell us if you agree or disagree with the following statements relating to your Organisation:

	Strongly Agree	Agree	Slightly Agree	Slightly Disagree	Disagree	Strongly Disagree
I feel my organisation cares about my health and well-being						
I get the help and support I need from other teams and services within the organisation to do my job						

Please tell us how you feel about your overall experience of working for your organisation from a scale of 0 to 10 (where 0 = very poor and 10 = very good):

	0 Very Poor Experience	1	2	3	4	5	6	7	8	9	10 Very Good Experience
Overall, working within my organisation is a...											

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Appendix 2 – DDiT Staff Group

The DDiT Staff Experience Pulse Survey is open to Doctors and Dentists in Training from NHS Training Contracts and Clinical Fellows.

Those out of scope, due to the contractual nature of their employment, training or role within the NHS organisational structure, include:

- GP Speciality Trainee's (GPST) in primary care (i.e. GP Practice)
- Vocational Dental Practitioners (VDP) in Dental Practice
- Any trainees on long term absence (e.g. maternity, long term sick), or who are working in a Fellowship role, or who are acting up in another position within the NHS

Within the DDiT Staff group almost 98% are doctors in training and the remainder are dentists in training. Whilst the split between doctors and dentists amongst those completing the survey is not known, the results are dominated by the opinions of doctors in training.

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Appendix 3: Statistical Significance Testing

Significance testing has been carried out on the DDiT and iMatter data, to assess whether year to year movements in results and differences between the two surveys are likely to be 'true', rather than 'chance'. Specifically, a series of t-tests have been used to examine the size of change needed to give us a very high level of confidence that a 'true' change has happened. The key element here is the number of responses – the larger the number of responses, the smaller the minimum change that can be deemed statistically significant (meaning that the change is highly likely to be 'true').

The table following summarises the significance testing and demonstrates that all differences in scores between DDiT 2023 and DDiT 2022, iMatter 2023 and Medical and Dental staff 2023 are significant.

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DDiT 2023 Measure	Compared to the same measure in....	Significant or not
Overall Experience	DDiT 2022	Significantly different
My work gives me a sense of achievement	DDiT 2022	Significantly different
I am treated with dignity and respect as an individual	DDiT 2022	Significantly different
I feel my direct line manager cares about my health and well-being	DDiT 2022	Significantly different
I feel my organisation cares about my health and wellbeing	DDiT 2022	Significantly different
I get the help and support I need from other teams and services within the organisation to do my job	DDiT 2022	Significantly different
Overall Experience	iMatter 2023	Significantly different
My work gives me a sense of achievement	iMatter 2023	Significantly different
I am treated with dignity and respect as an individual	iMatter 2023	Significantly different
I feel my direct line manager cares about my health and well-being	iMatter 2023	Significantly different
I feel my organisation cares about my health and wellbeing	iMatter 2023	Significantly different
I get the help and support I need from other teams and services within the organisation to do my job	iMatter 2023	Significantly different
Overall Experience	Doctors & Dentists	Significantly different
My work gives me a sense of achievement	Doctors & Dentists	Significantly different
I am treated with dignity and respect as an individual	Doctors & Dentists	Significantly different
I feel my direct line manager cares about my health and well-being	Doctors & Dentists	Significantly different
I feel my organisation cares about my health and wellbeing	Doctors & Dentists	No significant difference
I get the help and support I need from other teams and services within the organisation to do my job	Doctors & Dentists	Significantly different

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